

SERVICE PROVIDER AND SERVICE COORDINATOR MONITORING

Service Coordinators

Mechanisms in place for Service Coordinator monitoring/oversight:

- Child complaint – due process system
- Informal complaint system – including billing complaints
- Credential requirements for enrollment
- Parent Surveys
- Provider agreements require adherence to state and federal statute and regulations.
- New SPOE contracts include additional responsibilities for ongoing service coordination, including standards for quality IFSPs.

Compliance indicators related to ongoing Service Coordinators:

- Parental consent for exchange of personally identifiable information
- Prior written notice and consent
- Written notification of IFSP meetings
- IFSP content
- Transition planning
- Timely IFSP meetings

Phase I re-bid SPOEs: Regions 2 and 4: We will monitor compliance indicators for Intake as well as ongoing Service Coordinators (SPOE and DMH) in February/March 2005. Corrective actions for non-compliance will be required. This will also be true for Region 1 follow up in summer 2005.

Phase II: We will monitor compliance indicators applicable to ongoing service coordinators and require corrective actions from Independent and DMH service coordinators for any identified non-compliance.

We will continue monitoring service coordinator areas of responsibility through the general supervision system of data review/cyclical verification reviews.

Regulations Require:

- Assist parents of eligible children in gaining access to the early intervention (EI) services and other services identified in the IFSP.
- Coordinate the provision of EI services and other services (such as medical services for other than diagnostic and evaluation purposes) that the child needs or is being provided.
- Facilitate the timely delivery of available services
- Seek the appropriate services and situations necessary to benefit the development of each child being served for the duration of the child's eligibility.

Specific service coordination activities listed in Regulations:

- Coordinate the performance of evaluations and assessments
- Facilitate and participate in the development, review, and evaluation of IFSPs
- Assist families in identifying available service providers
- Coordinate and monitor the delivery of available services
- Inform families of the availability of advocacy services
- Coordinate with medical and health providers
- Facilitate the development of a transition plan to preschool services, if appropriate

Some of these requirements are addressed in compliance monitoring (file reviews). Others will need to be addressed in other ways (e.g. parent interviews, parent surveys, child complaints, due process, informal complaints).

Need to look at each requirement and determine how to address.

Service Providers:

Mechanisms in place for Service Provider monitoring/oversight:

- Child complaint – due process system
- Informal complaint system – including billing complaints
- Credential requirements for enrollment
- Parent Surveys
- Provider agreements require adherence to state and federal statute and regulations.
- DESE reviews data on provider availability.

We will need to have a detailed plan in place for provider monitoring procedures by June 1, 2005. We will begin implementing procedures at that time. Any non-compliance will need to be addressed – Corrective Actions/Sanctions.

Federal and State Regulations describe the general role of service providers:

- Consulting with parents, other service providers, and representatives of appropriate community agencies to ensure the effective provision of services in that area;
- Training parents and others regarding the provision of these services
- Participating in the multidisciplinary team's assessment of a child and the child's family and in the development of integrated goals and outcomes for the IFSP.

Compliance issues – need to add to Standards and Indicators:

- Provides services in accordance with the IFSP
- Submits evaluations in a timely fashion
- Submits progress reports in a timely fashion

Are there other compliance issues? What are strategies we can use to address these issues in addition to the complaint system and parent surveys? What data should we gather and review? How frequently should we review this? What are corrective actions/sanctions to impose?

Issues such as adherence to provider agreement – following FERPA, ethical practices – address through complaint process and surveys??

Other issues related to quality – adherence to First Steps philosophy, quality evaluations and assessments – do we even try to address these types of areas at this time?